

DEPARTMENT OF COMMUNITY SERVICES AND DEVELOPMENT

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December 30, 2010

TO: LIHEAP Service Providers

Enclosed are your 2011 LIHEAP Start-Up materials, which will assist you with the implementation and administration of your 2011 Low-Income Home Energy Assistance Program (LIHEAP) Contract.

Reminder: All the policy and procedural changes in the 2011 Eligibility and Verification Guide supersedes existing policies stated in the 2010 LIHEAP Eligibility and Verification Guide.

This package contains the following items:

2011 Eligibility and Verification Guide
2011 HEAP Fact Sheets
2011 Income Fact Sheets
2011 Payment Table
2011 Documentation Calendar
2011 HEAP/FT Payment Schedule
2011 Energy Intake Form, CSD 43
2011 Declaration of No Income, CSD 43A
2011 Countable and Non-Countable Income Chart

Please note that the 2011 LIHEAP Eligibility and Verification Guide has been revised and reformatted for easier reference and includes the following changes:

- **New 60% State Median Income (SMI) Guidelines:** CSD will decrease the SMI guidelines from 75% to 60%. The 60% SMI guidelines will be adopted for the 2011 LIHEAP program year for determining client eligibility effective January 3, 2011. The 75% SMI guidelines will still be effective for the remainder of the 2010 Program Year.
- **Step by Step procedure for processing applications without a SSN:** CSD has developed procedures for processing LIHEAP applications for clients that refuse to provide a social security number.
- **New Countable and Non-Countable Income Charts** have been added to the guide.
- **New LIHEAP 2011- Energy Intake Form, CSD 43 (Rev. 01/11):** The Energy Intake form has been completely revised. Please discard all Energy Intake forms with a revision date prior to December 2010. Electronic versions of the Energy Intake forms can be downloaded from CSD's website or can be provided via e-mail upon request.
- **New LIHEAP 2011- Declaration of No Income (CSD 43A):** CSD form to provide all the necessary income eligibility information to successfully complete the application for energy assistance.
- **Payment Tables:** Effective January 3, 2011, the payment tables will reflect the new benefit levels which will be programmed within CLASS for PY 2011. Benefit levels for PY 2010 will remain the same and will still be effective for the remainder of the 2010 Program Year.

Automation Update

Data Transfer/ServTraqLite automation will continue in 2011. Under the scope of the department's automation initiative, all agencies are data transfer agencies utilizing ServTraq, ServTraqLite, or a standalone database application capable of supporting data file transfer for HEAP and Fast Track records to CSD. Agencies electing to use ServTraqLite may be required to attend training offered by Central Coast Energy Services (CCES). Information regarding this can be acquired by contacting [Mark Rodriguez from CCES at mark@energyservices.org](mailto:mark@energyservices.org) or at 1-(877) 401-6805

Should you have any questions or need additional clarification regarding the information contained in the Start-up materials, please do not hesitate to contact the CSD Help Desk staff or Mary Rhine, Program Analyst at (916) 576-7186.

May you, and those you serve, have a wonderful and joyous holiday season.

Sincerely,

Don Williams, Program Manager
Energy & Environmental Services

Enclosure